



SARA Complaint Resolution Form

State of Nevada

Portal Agency: Nevada System of Higher Education

This form is for any current or former student enrolled in an online course leading to a degree or certificate provided by a SARA approved institution of postsecondary education in the State of Nevada who is filing a complaint against that institution.

- An allegation that the postsecondary institution violated deceptive trade practices, consumer protections, or other provisions under *Title 4, Chapter 14, Section 26* of the Board of Regents *Handbook*.
- An allegation that a postsecondary institution does not meet the standards established by the institution's accrediting agency or state authorization requirements under the regional SARA compact or NC-SARA; or

Note: Complaints involving student grades or student conduct violations are governed entirely by institutional policy.

Complaints must first go through the institution's complaint process before the complaint is brought to the SARA Portal Agency in Nevada.

COMPLAINANT INFORMATION (All fields are required)

Name of Complainant: _____

Affiliation with the college or university named below:

- Current Student
 Former Student

Mailing Address: _____
Address City State Zip Code

Phone Number: _____

Email: _____

INSTITUTION INFORMATION

Name of Institution: _____

Location of Institution: _____
Address City State Zip Code

Degree or Certificate Program (example: AS in Accounting) of affected student:

Degree or Certificate Program Name: _____

Major: _____

Dates of Attendance at Institution:

Start Date: _____ End Date: _____

COMPLAINT INFORMATION:

Have you gone through the institution's formal complaint process? Yes No

SECTION A: If you answered 'yes,' please provide a detailed description of how you exhausted the complaint process. (If you answered 'no,' please go to Section B.) Please attach all documentation related to the filing of your complaint and the subsequent responses showing that you have exhausted your appeals at the institutional level.

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SECTION B: If you answered 'no,' please explain below why you were unable to complete the complaint process. Note that NSHE will only address complaints after a student has exhausted his/her appeals at the institutional level. Please attach documentation as necessary.

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SECTION C: Please describe your complaint in detail, including the names of any college or university faculty or staff you spoke with about the complaint. Please attach existing documentation that may substantiate the complaint, which may include: institutional documents, catalogs, transcripts, contracts, brochures, course syllabi, email or other correspondence regarding the complaint between the complainant and the institution.

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SECTION D: Please give the titles and contact information for the individuals (if any) you mentioned in the above sections.

SUBMISSION OF COMPLAINT FORM:

Please send this form and copies of any documentation that support your complaint and/or show that you have gone through the institution's complaint procedures to: Crystal_Abba@nshe.nevada.edu or mail them to:

Crystal Abba, Vice Chancellor for Academic and Student Affairs
SARA Portal Agency
Nevada System of Higher Education
2601 Enterprise Road
Reno, NV 89512

By submitting this form, I affirm that I am a current or former student of the institution named above. I agree to allow the Nevada System of Higher Education to submit a copy of my complaint and supporting materials to the above-named institution for a response. I further authorize the institution to transmit student records related to me affected by the institution's actions to the Nevada System of Higher Education mission for review. I understand that I may have to submit an information release form to the institution. I understand the decision/ruling of the Nevada System of Higher Education is final. I certify that the information I have provided to the Nevada System of Higher Education is complete, true, and correct to the best of my knowledge and belief.

Name: _____

Date: _____

Signature: _____